

LEON COUNTY E.M.S.

Standard Operating Guideline

Title: Use of Electronic Mail and Facsimile Transmissions
Effective: July 2005
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Pages: 3

I. PURPOSE:

To provide guidelines on the use of electronic mail and facsimile transmissions.

II. GUIDELINE:

Leon County EMS Division is responsible for ensuring the privacy and security of all patient information that we create, receive, or use under both the Privacy Regulations (Privacy Rule) and the Security Regulations (Security Rule) of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Facsimile transmission is a common method for general communication, sending and receiving patient information. We need to ensure that faxes are sent to and received by the proper person.

In the event that e-mail and faxes are sent to or received by a person not designated to receive the information, it is important to provide notices and disclaimers on these transmissions to alert the receiving party that the transmission may be confidential and to give them steps they should take to alert us and to return the transmitted information.

III. PROCEDURE

Electronic Mail

1. Electronic mail is intended to be used as a tool to facilitate communications and the exchange of information. Staff members are required to check email regularly.
2. Occasional personal use is permissible so long as:
 - a. It does not consume more than a trivial amount of resources
 - b. Does not interfere with staff member productivity

- c. Does not take priority over County business
 - d. Comports with our e-mail use and harassment policies
 - e. Complies with County Policy on email use.
3. In all cases, users of our electronic mail system have an obligation to use it appropriately, effectively, and efficiently.
4. Staff members must be aware that e-mail can be forwarded, intercepted, printed and stored by others. Therefore, users must utilize discretion and confidentiality protections equal to or exceeding that which is applied to written documents.
5. E-mail accounts and passwords should not be shared or revealed to anyone else besides the authorized users
6. All electronic mail transmissions that contain confidential information originating from LCEMS staff members must contain, at the minimum, a signature section that contains the following information:
 - a. The sender's full name
 - b. Leon County EMS Division
1800-2 N Blair Stone Road
Tallahassee, Fl 32308
Phone – 850- 606-2100
Fax – 850-606-2101
7. Below the signature section, the following notice and disclaimer must appear in all transmissions from LCEMS staff members in at least 10 point font:

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential, propriety, and/or privileged information protected by law. If you are not the intended recipient, you may not use, copy, or distribute this e-mail message or its attachments. If you believe you have received this e-mail and message in error, please contact the sender by reply e-mail and telephone immediately and destroy all copies of the original message.

Facsimile Transmissions

1. As with e-mail transmissions, the transmission of documents by facsimile machine requires similar protections and safeguards.
2. Must use the Leon County Emergency Medical Services cover sheet. If not available then use #3.

3. All facsimile transmissions that contain PHI must contain a cover sheet that includes at a minimum, the following information:
 - a. Leon County EMS
 - b. Name of the intended recipient
 - c. Name of sender
 - d. Facsimile number of the recipient
 - e. Telephone number of the sender
 - f. Date of the transmission
 - g. The number of pages in the transmission

4. At the bottom of the facsimile cover sheet, the following notice and disclaimer must appear in at least 10 point font:

CONFIDENTIALITY NOTICE: This facsimile transmission is confidential and is intended only for the review of the party to whom it is addressed. It may contain propriety, and/or privileged information protected by law. If you are not the intended recipient, you may not use, copy, or distribute this facsimile message or its attachments. If you believe you have received this transmission in error, please immediately telephone the sender above to arrange for its return.